

Nylah Campos

Associate Director of Event Operations and Marketing

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STRENGTHS

- Operational follow through**  
Kept planning details, vendors, technology, and staff aligned during live events, a habit teams relied on.
- Client communication**  
Turned client needs into clear event actions and updates, helping conversations stay useful when plans shifted.
- Event technology support**  
Troubleshot technology during active programs and kept work moving, earning trust from onsite teammates.
- Financial accuracy**  
Prepared reports and reconciliation materials with care, giving leadership a clearer view of event activity.
- Team guidance**  
Supported staff through event execution and changing priorities, creating smoother handoffs across busy service periods.

SKILLS

|                            |                          |
|----------------------------|--------------------------|
| <u>Event operations</u>    | <u>Marketing</u>         |
| <u>Client coordination</u> |                          |
| <u>Vendor coordination</u> | <u>Maintenance</u>       |
| <u>Documentation</u>       | <u>Safety practices</u>  |
| <u>Event technology</u>    |                          |
| <u>Financial reporting</u> | <u>Reconciliation</u>    |
| <u>Digital content</u>     | <u>Staff guidance</u>    |
| <u>Troubleshooting</u>     | <u>Quality standards</u> |
| <u>Hospitality service</u> |                          |

LANGUAGES

|         |        |
|---------|--------|
| English | Native |
|---------|--------|

SUMMARY

Event operations and marketing professional with hands on experience coordinating hospitality programs, **client communications**, vendors, event technology, financial reporting, and digital content. Manages operational details from planning through execution, keeping teams informed and service standards consistent. Supports equipment maintenance, documentation, troubleshooting, **safety practices**, and schedule changes with a practical focus on dependable delivery. Prepares financial reports and reconciliation materials, develops marketing assets, and helps staff respond smoothly during active events. Experience guiding team members has strengthened communication across clients, vendors, and internal partners. Brings a calm, organized approach to onsite work, **physical activity**, changing priorities, and hospitality service. Ready to contribute sound judgment, reliable follow through, and thoughtful marketing support within a busy **event operations** environment.

EXPERIENCE

Event Operations Manager

Hospitality Events Group

July 2021 - Present

Denver, Colorado

- Leads hospitality event planning, client coordination, vendor activity, event technology, financial reporting, marketing content, staff guidance, and service quality across onsite programs.
- Managed **event planning** workflows and client communications, improving clarity across active hospitality programs.
  - Coordinated vendors and **event technology systems**, keeping onsite execution aligned with client requirements.
  - Prepared **financial reports** and reconciliation materials, supporting accurate operational reviews for leadership.
  - Created **marketing materials** and **digital content**, giving event initiatives clearer promotional support.
  - Guided staff during event execution, helping teams respond smoothly to changing onsite needs.
  - Maintained hospitality **quality standards** through documented procedures, safety practices, and direct operational follow through.
  - Troubleshot event technology and equipment issues, limiting disruption during client facing programs.
  - Communicated work status with team members, supporting reliable handoffs across planning and event days.

PROJECTS

Hospitality Event Workflow Refresh 2024

Reworked planning documentation, vendor coordination, technology checks, and staff communication into a clearer operating rhythm for hospitality events.

Event Marketing Content Program 2023

Developed reusable digital content and promotional materials that connected event planning details with consistent hospitality marketing support.

LEADERSHIP & AWARDS

- Recognized by event teams for dependable coordination during complex hospitality programs and changing onsite requirements.
- Selected to guide staff members during event execution, reflecting trusted judgment and steady operational communication.
- Commended for maintaining hospitality quality standards across planning, delivery, and client service activities.

EDUCATION

Associate Degree in Hospitality Operations

MY CAREER



 Event Operations Manager at Hospitality Events Group (5.2 Years)

CERTIFICATIONS

- Event Operations Certification  2024
- Workplace Safety Certification  2023

TECHNICAL SKILLS

- **Event Operations Tools:** Event planning systems, run of show documents, venue checklists
- **Marketing Applications:** Digital content tools, marketing materials, promotional calendars
- **Financial Systems:** Financial reports, reconciliation records, budget trackers
- **Client Communication:** Email platforms, client briefs, status updates
- **Vendor Coordination:** Vendor schedules, service agreements, delivery logs
- **Event Technology:** Registration systems, presentation systems, onsite technology
- **Documentation Systems:** Operating procedures, event records, maintenance logs
- **Safety Practices:** Safety checklists, incident records, workplace procedures
- **Equipment Support:** Equipment inspections, maintenance schedules, troubleshooting guides
- **Hospitality Standards:** Service standards, quality reviews, guest experience procedures
- **Team Coordination:** Staff schedules, shift briefings, operational handoffs

PROFESSIONAL AFFILIATIONS

- Hospitality operations community member focused on practical event delivery, service quality, and team coordination.
- Event marketing peer network participant sharing ideas about client communication, digital content, and operational workflows.

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST